

## ACCEPTABLE INCOMING ITEMS LIST

Reference Administrative Directive: 610.2, 610.3, 805,811

Revision date: March 29, 2024

**NOTE: EFFECTIVE DECEMBER 1, 2013, ALL PACKAGES MAY ONLY BE RECEIVED FROM AN APPROVED VENDOR**

**Only the items and amounts listed will be permitted. ALL ITEMS MUST BE IN FACTORY SEALED CONTAINERS AND REQUIRE NO REFRIGERATION, COOKING OR MICROWAVING.**

Items packaged in contraband containers will not be accepted. All acceptable incoming items will be inspected. All incoming packages must have the patient's name and A T number. The unit number of the patient (if known) is helpful to further ensure proper and timely delivery.

**Package size may not be any heavier than 30 pounds and box may not be any larger than 24 inches long, 19 inches wide and 12 inches high**

**Package limitations:**

Incoming packages are limited to (3) packages per patient per calendar quarter for the first (3) quarters of the year. These dates are January 1 – March 31; April 1 – June 30; July 1 - September 30.

During the 4th quarter of the year, incoming packages are limited to (4) vendor packages. These dates are October 1 – December 31.

**Category Food and Drink:**

Beverages and Drink Mixes	<p><b>Permitted Types:</b> Decaf tea Chocolate drink mix Fruit flavored drink mixes</p> <p>All items must be bag type, powdered, and sugar free only.</p>	<p><b>Non-Permitted Type:</b> No liquids No herbal and or supplemental or enhance drink mixes. No drinking bottles, plastic or glass containers No Kool-Aid No herbal teas of any kind No creamer No caffeine allowed</p>
Decaf Coffee	<p><b>Permitted Types:</b> Instant powder or teabag only No more than 80 ounces allowed per package</p>	<p><b>Non-Permitted Type:</b> No caffeinated drinks, food or candy of any kind No plastic or glass containers</p>
Cakes, Cookies and Pastries	<p><b>Permitted Types:</b> In sealed secondary factory packaging</p> <p>Dried items only</p>	<p><b>Non-Permitted Types:</b> No fruit cakes No real fruit No fruit pies or pastries No tortillas, croissants, bread, or bread like items</p>
Chips and Crackers	<p><b>Permitted Types:</b> In sealed, unopened factory packaging</p>	<p><b>Non-Permitted Types:</b> No spicy seasoning No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc No plastic containers with lids</p>

Candy	<p><b>Permitted Types:</b> In sealed unopened factory packaging</p>	<p><b>Non-Permitted Types:</b> No liquor filled candy No candy on sticks No candied fruit or gum No candy wrapped in foil No Skittles No candy with caffeine</p>
Cereal and Granola	<p><b>Permitted Types:</b> Dried cereal Individual hot cereal packets allowed</p>	<p><b>Non-Permitted Types:</b> No fruit pieces in cereal No containers with lids</p>
Cheeses and Meats	<p><b>Permitted Types:</b> Dried meats, jerky and cheeses that require no refrigeration only. Even if the item states “refrigerate after opening, “the item will not be permitted  Individual squeeze cheese packets are permitted  For a spicy option, only the “Bushy Creek” hot summer sausage is permitted. Same brand offered within the Canteen.</p>	<p><b>Non-Permitted Types:</b> No individual cheese/cracker packages that contain a utensil of any kind No wet packs No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc. No plastic, resealable containers No preservation packets  No Velveeta cheese</p>
Nuts, seeds, and trail mix	<p><b>Permitted Types:</b> In sealed unopened factory packaging</p>	<p><b>Non-Permitted Types:</b> No trail mix with fruit No nuts or seeds that still have their shell No chili, picante, flaming hot, habanero, cayenne, chili pepper, wasabi etc.</p>
Protein Bars	<p><b>Permitted Types:</b> In sealed unopened factory packaging</p>	<p><b>Non-Permitted Types:</b> No fruit ingredients No supplements No vitamins</p>
Soups	<p><b>Permitted Types:</b> Dried soup only  Top Ramen style soup only.  The soup can be any brand, but all ingredients and instructions must be in English</p>	<p><b>Non- Permitted Types:</b> No hot, spicy, picante, wasabi or Cajun flavors No soups that require cooking by microwave or stove No wet packed seasoning or wet condiments such as soy sauce, chili oil etc. No cup a noodle No rice No pickles</p>
Sugars and Sweeteners	<p><b>Permitted Types:</b> Individual sized sugar or sweetener packets.  Patients are only permitted 10 packets at a time</p>	<p><b>Non-Permitted Types:</b> No enhancing ingredients</p>

**Category Electric Equipment:**

Cassette tapes	<p><b>Permitted Types:</b>          Factory sealed only          Maximum 20 tapes in possession</p>	<p><b>Non-Permitted Types:</b>          No homemade or blank tapes</p>
Headphones and Earbuds	<p><b>Permitted Types:</b>          Vendor purchase only</p>	<p><b>Non-Permitted Types:</b>          No steel in headbands          No noise canceling equipment          Cord thickness will not be greater than 16 gauge.          Cord length will not exceed 4 feet long          The headphone or earbud may not cup the ear          Coby style 130 or 160 headphones or earbuds are not permitted.</p>
Personal electronics and games	<p><b>Permitted Types:</b>          Vendor purchase only          Calculators, dictionary, or thesaurus may not exceed 6 inches wide, 6 inches high and 3 inches in depth          Battery operated only</p> <p>Video game system, My Arcade, is the only approved game system currently</p> <p>All personal electronics must be clear plastic</p>	<p><b>Non-Permitted Types:</b>          No accessories, AV cords or excess cords allowed          No rechargeable batteries          No equipment or games with USB connectors          No items that re-cord voice or data          No electronic devices that have data sharing capabilities from one device to another          No Gameboys          No graphing calculators</p>
Radios, Walkman's, and clocks	<p><b>Permitted Types:</b>          May not exceed 5 inches wide, 5 inches high and 2 inches in depth          Clocks must be digital          Battery operated only          Must be clear plastic</p>	<p><b>Non-Permitted Types:</b>          No radio accessories          No antennas          No CD-Players or CD's          No televisions or television accessories          No equipment that plays sound over an external speaker</p>
MP3 Player	<p><b>Permitted Types:</b>          Purchased from Walkenhorst, <b>LOCKED</b> version only.</p> <p>Purchase of device, songs, loading of songs, and shipping has no price cap limit.</p> <p>All MP3 players must be clear plastic.</p>	<p><b>Non-Permitted Types:</b>  <b>No other types allowed.</b></p>

**Category Personal Care Products:**

Soap, Body wash, Shampoo, Conditioner,	<p><b>Permitted Types:</b>          Vendor purchased only          Shampoo, conditioner, body wash and deodorant must be in</p>	<p><b>Non-Permitted Types:</b>          No cologne or perfume          No alcohol-based products          No makeup products</p>
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Deodorant, Lotion, Hair products	clear packaging only. Only 2 of each item may be purchased at a time If Body Wash and soap is being purchased in the same order, only 1 bar of soap and 1 bottle of body wash may be purchased	No medications No mineral enhanced products No cough drops No medicated products No flammable products No hair ties allowed Lotion and hair grease brands sold by the Canteen are the only acceptable items for purchase through vendor.
Toothpaste	<b>Permitted Types:</b> Toothpaste may not exceed 2.5 ounces and can only be Colgate brand	<b>Non- Permitted Types:</b> No bleaching toothpaste.

Category **Personal Attire:**

Hats and Clothing	<b>Permitted Types:</b> Patients are permitted only one Kufi cap, one straw hat, one yarmulke, three baseball caps at a time, three beanies white, grey or khaki in color, Kufi caps, Yarmulkes and baseball caps may only come in white, gray or khaki beige  One wave cap is allowed and may only be used on the unit. Wave caps may only come in white or grey	<b>Non-Permitted Types:</b> No metal in hats No patterns No logos, sports team insignia, lettering or pictures of any kind  Nothing gang related will be permitted  No, Durags  No watch caps or adjustable length beanies with a fold or ribbed cuff option
Jewelry	<b>Permitted Types:</b> Patients are permitted only one necklace, one pendant and one watch. 2 pairs of stud and post earrings only 2 wedding bands only	<b>Non-Permitted Types:</b> No beaded necklaces allowed Necklaces may not exceed 1mm thickness Pendant may not exceed the size of a 25-cent quarter Watches are not to exceed 1.5 inches in diameter and .25 inches in thickness. The watch cannot exceed 3 ounces  No jewelry should have protruding, sharp or cutting edges and may not exceed 75 dollars in value.
Shoes	<b>Permitted Types:</b> Shoes will only be Velcro or slip on and low top style only. May not exceed 100 dollars in value.  Gym shoes must be predominantly white, contain no metal and cannot have shoelaces. Shower shoes must be rubber,	<b>Non-Permitted Types:</b> No K-Swiss, Bugle Boy, Joy Walkers, British Knights, Pumps, Gels, Airlifts or similar items.  No zippers, eyelets or support that contains metal in any shoe types.  No enhanced or excess cushioning. No air pocket types of soles

	<p>single layer with a thickness that does not exceed 1 inch and can only be black, khaki, or white</p> <p>Slipper or house shoes may only be black, grey, or white.</p>	<p>No forefoot straps or sandals.</p> <p>No shoes with any structure that could be used for hidden compartments.</p> <p>No cleats or shoes with tread greater than ¼ inch.</p>
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Sunglasses and Eyeglasses	<p><b>Permitted Types:</b> Plastic sunglasses only Eyeglasses must be a plastic frame. Eyeglasses will be reviewed by Unit Supervisor.</p>	<p><b>Non-Permitted Types:</b> No metal in any glasses. No mirrored lenses No lenses that are too dark impeding the ability to assess the patient's eyes. No wrap around glasses.</p>
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**Category Items:**

Batteries	<p><b>Permitted Types:</b> Battery types, double and <b>triple A</b> only limited to 12 per package</p>	<p><b>Non- Permitted Types:</b> No rechargeable batteries or rechargeable battery accessories</p>
Books and Magazines	<p><b>Permitted Types:</b> Limited to 10 per package</p>	<p><b>Non- Permitted Types:</b> No hard-bound books. No material with Martial Arts, hunting or violence.</p> <p>Maxim, Stuff, Shot Gun News and Wired magazines are not permitted</p>
Hobbies	<p><b>Permitted Types:</b> Playing cards allowed. Tarot cards allowed but must not exceed 5.25 inches by 3.75 inches.</p>	<p><b>Non-Permitted Types:</b> No dominos No toys of any kind No board games No art supplies No arts and crafts No magic cards or collectible trading cards No stickers No adhesive labels.</p>
Photos and Albums	<p><b>Permitted Types:</b> Photo album without metal only</p> <p>Photos will be reviewed by the Patient Packaging Officer and Unit Supervisor.</p>	<p><b>Non-Permitted Types:</b> No photos of patient alone. No photos of patient's victims No pictures of crime scenes</p> <p>Photos containing the patient are subject to review and refusal by DPS</p>
Plastic Ware	<p><b>Permitted Types:</b> 20-ounce cups and tumblers made of flexible plastic only. 12-ounce bowl of flexible plastic only</p> <p>Patients are only allowed 2 tumblers and 2 bowls</p>	<p><b>Non- Permitted Types:</b> No thermos cups Not to exceed 6 inches in diameter. No lids No utensils of any kind.</p>

## APPROVED VENDOR LIST

Access Securepak	P.O. Box 50028, Sparks, NV 89435 Telephone Number 800-546-6283. For more information, please visit <a href="#">Access securepak</a>
Mikes Better Shoes	1256 Haddonfield-Berlin Road, Voorhees, NJ 08043 Telephone Number 856-767-1300 Mikes Better Shoes can be ordered through Golden State Packages Catalog. For more information, please visit <a href="#">Mikes Better Shoes</a>
East Bay	P.O. Box 8066 Wausau, WI 54402 Telephone Number 800-826-2205. For more information, please visit <a href="#">Eastbay</a>
Hamilton Booksellers	P.O. Box 5010, Falls Village, CT 06031 No Telephone Number Available. For more information, please visit <a href="#">Hamilton Book</a>
Golden State Care Package. Also known as Package R Us	212 East Rowland Street Number 424, Covina, CA 91723 Telephone Number 866-387-9030. For more information, please visit <a href="#">Golden State Care Package</a>
Union Supply Direct	Dept.100, P.O. Box 9018, Rancho Dominguez, CA 90224 Telephone Number 866-404-8989. For more information, please visit <a href="#">Union Supply Direct</a>
Walkenhorst's	540 Technology Way, Napa CA 94558 Telephone Number 800-660-9255 or 707-255-4412. For more information, please visit <a href="#">Walkenhorst's</a>

Not all items listed in Approved Vendor Catalogs will be permitted into the hospital.

All items ordered must comply with current hospital policies.

No upgraded items will be allowed as replacements by the vendor providing goods.

Items will only be accepted if shipped directly to DSHA - Atascadero from one of the approved vendors. Patients or their families and friends can order approved items from these vendors only.

Prior to submitting orders, for vendor purchase, orders will be reviewed by the Unit Supervisor or designee for appropriateness and compliance with policy.

It is the responsibility of the individual to order approved items only. All items will be opened in the Package Room, in accordance with existing policies and procedures.

Items that have "refrigerate after opening" and/or are received in contraband containers will NOT be accepted. Inappropriate, non-approved, or contraband items will be returned to the vendor at the patient's expense by appointment only

Patient will have 45 days to mail the non-allowable items back to the Vendor, a family member or a friend outside the state hospital system. Patients have the option to donate non-allowable items or to discard them into the contraband trash.

Remember, only items on the DSHA – Atascadero Incoming Approved Items List may be sent into DSHA – Atascadero by an approved vendor.

**Approved Vendor list for Religious Items**

The following religious vendors have been approved to accommodate the needs of the various religious denominations at DSH-Atascadero.

<b>Native American Vendor:</b> Crazy Crow	P.O. Box 847, Pottsboro, TX 75076 Telephone Number 800-786-3210 For more information, please visit <a href="#">Crazy Crow</a>
<b>Islamic Vendor:</b> Islamic Bookstore	3840 Bank Street, Baltimore MD 21224 Telephone Number 410-675-0040 For more information, please visit <a href="#">Islamic Bookstore</a>
<b>Jewish Vendor:</b> Aleph Institute	9540 Collins Avenue, Surfside, FL 33154 Telephone Number 305-864-5553 For more information, please visit <a href="#">Aleph Institute</a>
<b>Catholic Vendor:</b> Autom	1013 Veterans Drive, Lewisburg, TN 37091 Telephone Number 800-521-2914 For more information, please visit <a href="#">Autom</a>
<b>Christian Vendor:</b> Christian Book Distributor	P.O. Box 7000, Peabody, MA 01961 Telephone Number 800-247-4784 For more information, please visit <a href="#">Christian Book</a>
<b>General Religious:</b> Union Supply Direct Religious Items Catalog	P.O. Box 9018, Rancho Dominguez, CA 90224 Catalog orders may be placed by postal mail or by Telephone Number 866-404-8989

Note: Only “allowable religious items” may be ordered by patients (See AD 618.1 Religious and Spiritual Items). No contraband items may be ordered or received

**Steps in ordering a religious item:**

1. A patient who wants to purchase a spiritual item will need to contact his religious leader and/or Chaplin. Together they will review the item in their approved Catalogs.
2. When an item is selected, the order form is completed. The Chaplin then gives the form to the Chief of Recovery and Mall Services.
3. The order will be reviewed, sent to the patient’s Unit Supervisor, who will then assist the Patient in the completion of the order. The patient will need to fill out a Withdrawal of Client’s Funds form, which will then be forwarded to the DSH-Atascadero Trust Office. Staff will notify the Patient Packaging Room Officer to expect the order.
4. When the item arrives, it will be sent to the Patient Packaging Room. The Patient Packaging Officer will notify the unit for pickup of the item.

# Families of Patients at Atascadero State Hospital

## You Can Participate in Treatment

You can be a very important partner in the treatment process at ASH. The effectiveness of the care provided may be greatly enhanced by your participation. If you choose, you can help and participate by:

- **Providing information:**

Families can to the best of their knowledge provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health to the responsible treatment staff. Families may also report concerns about their loved one's care or any unexpected changes in the patient's care.

- **Asking questions:**

Families can ask questions when they do not understand what they have been told about the patient's care or about what they are expected to do. The social worker must have authorization from the patient in order to provide any information to a family member about a specific patient in our care.

- **Following instructions:**

Families can follow and encourage the patient to follow the care, service, or treatment plan developed by the Treatment Team. They can express any concerns they have about their ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to the patient's specific needs and strengths. Families can be sure that they understand the consequences of the treatment alternatives and of not following the proposed course of care.

- **Following rules and regulations:**

Families can help by following the hospital's rules and regulations concerning patient care and conduct and by encouraging the patient to do the same.

- **Encouraging the patient to show respect and consideration:**

Families can help by being considerate of the hospital's employees and property and by encouraging the patient to do the same.

- **Encouraging the patient to treat staff and other patients with respect and consideration:**

Families can help by encouraging their loved one who is a patient to show consideration of fellow patients. Families can also help by encouraging the patient to minimize disruptive behavior that inhibits rehabilitation and therapy. This includes encouraging their loved one to control noise and disturbances. Families can help by encouraging the patient to be considerate of other patients and by following the hospital's no tobacco/smoking policy.

- **Encouraging the patient to maintain professional boundaries with staff:**

Staff-Patient relationships at ASH are one-way helping relationships. Staff are here to help patients in treatment. Appropriate interactions with staff are critical to the provision of effective treatment. Families can help by encouraging the patient to follow the instructions of their treatment team regarding the maintenance of professional boundaries with staff.

- **If you have concerns about the quality of the hospital's care/treatment of your family member, complaints may be filed with the Joint Commission:**

The mailing address is Division of Accreditation Operations, Office of Quality Monitoring, Joint Commission on Accreditation of Healthcare Organizations, One Renaissance Boulevard, Oakbrook Terrace, IL 60181; Website: [www.jointcommission.org](http://www.jointcommission.org); Phone: (800) 994-6610 or complete online "Report a Patient Safety Event" form.

- You can call (805) 468-2000 and leave a message for a Social Worker. If your family member has signed a consent form, information about his care may be released to you.